

EDITH NAMUGANZA

BANK TELLER



+971562612874
edithmwanje12@gmail.com

ABOUT ME

Experienced and detail oriented bank teller with over 4 years of experience in banking industry in managing financial transactions, balancing cash drawers, and providing customer service

EXPERIENCE

Standard Chartered Bank Uganda | January 2022 - December 2023

Bank Teller

- Achieved a 30% growth in new account openings
- Increased sales of bank products by 50% within the first quarter
- Received a 98% satisfaction rating from customer surveys, reflecting consistent excellence in service quality
- Successfully identified and referred 50+ customers to the bank's financial advisors
- Assisted customers with opening new accounts and managing existing accounts
- Promoted bank products and services to customers to meet sales goals
- Balanced cash drawer at the end of each shift and ensured accuracy in all transactions
- Assisted customers with account inquiries and provided information on bank products and services
- Processed customer transactions, including deposits, withdrawals, and loan payments
- Participated in branch sales initiatives

Orient Bank Uganda | March 2020 - June 2021

Bank Administrative Assistant

- Maintained accurate records of customer accounts and transactions
- Provided administrative support to bank managers and staff, including scheduling appointments
- Assisted in processing customer transactions, such as deposits, withdrawals, and account inquiries
- Prepared and distributed reports on bank performance and customer feedback
- Assisted in training new staff members on banking procedures and policies

Hotel Equatorial Uganda Ltd | May 2018 - May 2019

Financial Administrator

- Prepared monthly financial reports and analyzed financial data
- Managed financial transactions, including accounts payable
- Conducted financial audits and implemented recommendations for process improvements
- Maintained accurate financial records and documentation
- Reconciled bank statements and accounts
- Processed invoices, expense reimbursements, and vendor payments

EDUCATION

Abu Dhabi |

Certificate in Caregiving & BLS

Nkumba University, Uganda | 2003 - 2005

BBA Accounting and Finance (UAE Endorsed)

Nkumba University | 2001 - 2003

Diploma in Banking Finance and Insurance

PROJECTS

Ministry Of Finance | September 2018 -

Public Expenditure Tracking Survey

- Data collection through individual and focus group discussion
- Data entry and update on new incoming data into the database using the SPSS software
- This was key data needed by the ministry of finance from different districts of Uganda

Other Info

Skills

- Proficiency in banking software
- Sales and cross-selling banking products
- Knowledge of banking procedures and regulations
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Customer service excellence

Interest

- Travel
- Learning

Languages

- English

Awards

- Employee of the Month Award

